



## Curso ITILP - ITIL Practitioner

12,00 Horas

### Introdução

As this is a “Practitioner” course, the focus is on acquiring skills. For that purpose, this course introduces the concept of scenario-based learning with a multimedia case study and modular exercises. It combines lectures, discussions and practical experience to prepare participants for the ITIL® Practitioner certification exam and provides valuable practical knowledge that can be rapidly applied in the workplace. The case study deepens the participant’s appreciation of how ITIL® best practices can be applied in order to improve IT performance.

### Course Student Material

Students will receive an ITIL® Practitioner classroom workbook containing all the presentation materials, course notes, case study and sample exams.

### About the Exam

The examination takes 1 hour and 45 minutes. It is open book, so you are allowed to use the ITIL® Practitioner Guidance publication for reference during the exam. Candidates are expected to achieve a score of 70 percent (28 marks) or higher in order to pass the exam and be awarded certification.

### Credits

ITIL Practitioner is worth three credits towards the ITIL Expert qualification. It is also worth 15 points towards your ITIL digital badge in the Professional Development Program. Upon successfully obtaining the ITIL Practitioner certificate, graduates officially earn 14 Professional Development Units (PDUs).

### Público-alvo

IT professionals, IT support staff, application engineers, project and business managers, any member of an IT team involved in the delivery of IT services.

### Quando completar o curso

Upon successful completion of the theoretical and examination components related to this certification, graduates can expect to be able to:

- Use IT Service Management concepts that are important drivers of continual service improvement;
- Apply ITSM guiding principles in a real-world context;
- Apply the CSI approach to manage improvements in a given organizational context;
- Use measurement and metrics to facilitate continual service improvement;
- Communicate effectively to facilitate continual service improvement;
- Apply organizational change management to support continual service improvement;

## Pré-requisitos

To take the ITIL® Practitioner exam, individuals must hold a valid ITIL Foundation certificate.

## Exames

ITIL® Practitioner Certificate

## Conteúdo em detalhe

### Introduction

- Scenario-based learning;
- CSI approach;
- Certification;
- Getting to know each other.

### The Journey

- Introduction to the scenario;
- CSI approach: What is the vision? Where are we now?

### Organizational Change Management (OCM)

- Purpose and approaches;
- Essentials for successful improvement;
- Implementing successful change;
- Continual improvement of OCM.

### The Desire

- CSI approach: Where do we want to be?

### Communications

- Good communication;
- Communication principles;
- Communication techniques;
- Types of communication.

### Roadmap

- CSI approach: How do we get there?

## Measurement and Metrics

- Measurement and Metrics in CSI;
- Cascades and Hierarchies;
- Metrics categories;
- Assessments;
- Reporting.

## Check, Control, and Redirect

- CSI approach: Did we get there?

## Stay Tuned

- CSI approach: How do we keep the momentum?

## Guiding Principles

- Guiding principles;
- Applying the guiding principle.